Case 08-35653-KRH Doc 9901 Filed 01/31/11 Entered 02/01/11 14:09:10 Desc Main Document Page 1 of 3

WILLIAM AND JOJEAN GRIMES 4412 GULF AVE. MIDLAND,TEXAS 79707 432-694-1197



1/25/11

DEAR SIRS,

WE ARE NOT SURE WHAT A REDACTION FILE IS AND DO NOT HAVE AN ATTORNEY. WE'RE JUST THE "LITTLE GUY" TRYING TO GET OUR MONEYS WORTH. WE PAID FOR A 5 YEAR EXTENDED WARRANTY AND IT WAS DROPPED WITHOUT OUR KNOWLEDGE. NOW THAT THE TV IS GOING OUT WE FOUND THAT THERE IS NO WARRANTY. WE WOULD LIKE TO RECOVER OUR EXPENSE OF THE WARRANTY ONLY WHICH IS IN THE AMOUNT OF \$399.99. SEE ATTACHED PROOF OF WARRANTY ON MERCHANDISE.

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THANKYOU FOR RESPONDING TO OPUR REQUEST.

MS GRIMES

CC: CUSTOMER SERVICE & INFORMATION SYSTEM FORM DETAILING MERCHANDISE DESCRIPTION DATED 11/01/07

Case# 08-35653KH

Desc Main

2335 Alaska Ave c/o Kurtzman Carson Consultants LLC El Segundo, CA 90245

Circuit City Stores, Claims Processing

PERMIT NO. 45049 EL SEGUNDO CA US POSTAGE PAID FIRST CLASS

11-01-07

Customer Service & Information System (CSIS) Detailed Merchandise Description

Customer: GRIMES

CSISINQ.153

WILLIAM

126 AKI PDP4273M

Ser#: Unknown

Mfg Warr - Lab:12 Parts:12 Oth:12

Sales Data:

Comm Emp1:256618 Emp2:267643 Sale Type: SL Ln: 01 Order: 01340068 Pur Price:\$ Locn: 3229

1399.99 Date: 02/02/06 Pur Locn: 3229

Schedule Date: 02/03/06 Release Date: 02/03/06 Locn: 3229 Ln: 07 Type: D

ESP Data:

Emp#: 256618 Expires: 02/03/11 Locn: 3229 Contract#: 01340068 Ln: 02

399.99 Effective 02/03/06 Price:\$ Length of ESP: 60 months

Warterly

Enter: Return to Unit Listing

Del Tkt: Search Criteria

Exit: Service Menu

Part Sovertt